



Helping Our Communities Prosper

Santander US 2019 Corporate Social Responsibility Report



At Santander, Corporate Social Responsibility means helping our communities, colleagues, and customers prosper through inclusive and sustainable growth.

Santander prospers when our communities prosper. We work every day on making our communities stronger through charitable giving, community engagement, and business products and services.



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184,395

People Helped



48,129

Volunteer Hours



580+

Partner Organizations
Supported



\$15.8M

Charitable Giving



\$328M

Invested in
Affordable Housing



\$1.2B

Mortgage Lending
in LMI Tracts



1,863

Affordable
Mortgages



\$407M

Small Business
Lending in LMI Tracts



511

Santander Universities
College Scholarships

Helping Communities Prosper

2019 Community Impact

Stepping Up For Our Communities During Times of Need



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We're proud our employees, inclusive products and services, and charitable giving has been responsive to our communities, driving positive change in high impact areas.

”

Tim Wennes
Chief Executive Officer,
Santander US

Santander closed 2019 hopeful and excited for the year ahead, with plans to continue to make meaningful impact in the communities we serve through our commitment to volunteerism, charitable giving and our businesses. As the COVID-19 pandemic emerged this past spring, we remained committed to our customers and colleagues, while focused on helping address the unique challenges and new areas of need that the pandemic brought to our communities.

Our teams across Santander US were responsive, proactive and agile as we evaluated the needs of our communities and targeted our relief efforts to address the impact of COVID-19 to our customers, businesses, communities and nonprofit partners. Santander US maintained our ongoing charitable support for our partners who provided essential services in our communities and expedited our charitable contributions process, allowing \$8.8 million in grant support to reach our nonprofit partners for their immediate use and transitioned in-person volunteering to a virtual model. Santander Bank (SBNA) also committed \$25 million in financing to Community Development Financial Institutions (CDFIs) to fund small business loans across the bank's footprint. We also worked closely with our customers to provide them relief to help them through this unprecedented time. Importantly, Santander Bank participated in the Paycheck Protection Program (PPP) funding over 12,000 PPP loans for more than \$1.2 billion, providing support for over 125,000 employees.

As spring progressed, our nation was not only impacted by the pandemic, but wrestled with inequities and injustices that have persisted throughout our history with renewed urgency. Santander took steps to ensure we made both immediate and long-term, sustained steps to do our part in addressing racial injustice and equity in our communities. To support immediate steps towards racial equity we committed funding to nonprofits focused on social justice and racial equity, while also looking inward and working with our colleagues to strengthen our culture of diversity, equity and inclusion. For long-term impact, Santander announced the following commitments:

- \$3 million over three years for SBNA's CDFIs Grant Initiative, which is focused on advancing diverse small businesses, as well as addressing the lack of capital, resource and technical assistance investment within communities of color
- \$1 million over two years to expand SBNA's Cultivate Small Business program, which provides curriculum, mentors and micro-grants to food industry and small business entrepreneurs, with a focus on owners of color
- \$1 million over two years for diverse leadership training and racial and social equity initiatives

Despite the significant challenges our community has faced this year, Santander remains committed to driving positive change in the communities we serve through our Corporate Social Responsibility programs and efforts by building off our successes in 2019. We're proud our employees, inclusive products and services, and charitable giving has been responsive to our communities, driving positive change in high impact areas.

While much has changed in the past year, you will see the impact Santander US had across our communities in 2019 in this report. Thank you for your interest and support of Santander's Corporate Social Responsibility efforts. Working together with the communities we serve, we indeed fulfill our vision of helping people and businesses prosper.

Respectfully,

A handwritten signature in black ink that reads "Tim".

Tim Wennes
Chief Executive Officer
Santander US

Helping Our Communities, Colleagues and Customers Prosper

At Santander, we work every day to help our communities prosper. Across the United States, we are committed to Responsible Banking, our Inclusive Communities Plan, and making a difference through charitable contributions, community partnerships, and products and services.

Our community commitments are focused on inclusion and supporting the specific needs of our diverse communities – from the Northeast to the Southwest to Florida and Puerto Rico. In 2019, we helped nearly 185,000 people across the U.S., particularly in low- and moderate-income (LMI) neighborhoods, through our provision of important programs focused on financial empowerment and workforce development, small business and entrepreneurship, and affordable housing and healthy communities.

Our more than 17,000 employees are at the backbone of the work we achieved last year. With a diverse, experienced, and committed workforce, we are able to help strengthen our workplace and our communities. In 2019, Santander team members volunteered nearly 50,000 hours of their time to support programming alongside our nonprofit partners and community organizations.

At the end of 2019, Santander Bank reached the third year of our Inclusive Communities Plan – a public, \$11 billion, five-year commitment to lending, community development and charitable giving. By the end of the five years, Santander will have increased Community Reinvestment Act (CRA) activity by 50 percent and tripled investment in charitable contributions. In 2019, Santander awarded more than \$15.8 million in charitable giving to organizations across the U.S., including:

- \$11.9 million from Santander Bank
- \$2.2 million through the Santander Consumer USA Inc. Foundation
- \$1.5 million through Santander Universities program
- \$237,500 from Banco Santander Puerto Rico

A highlight of our work in 2019 included growing our Diversity & Inclusion Office and supporting seven thriving Employee Network Groups that foster an environment where colleagues feel valued and enabled to contribute to and grow at our company. Today, this work is more important than ever and has led, in partnership with our colleagues, to increased support for social justice and racial equity initiatives in our communities.

Thank you for your support and partnership in strengthening our communities. We must continue to work together to address the unprecedented challenges resulting from COVID-19 and continue to strengthen social justice and racial equity within our communities to help ensure everyone has the opportunity to prosper.

Respectfully,



Seth Goodall
Executive Director, Corporate Social Responsibility
Santander US

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At Santander, we work every day to help our communities prosper. Across the United States, we are committed to Responsible Banking, our Inclusive Communities Plan, and making a difference through charitable contributions, community partnerships, and products and services.

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Seth Goodall
Executive Director, Corporate
Social Responsibility,
Santander US



Santander Consumer team members volunteer to provide services supporting education, poverty intervention, military and veteran services, and other community-focused causes.

Santander Across the United States



Santander US is headquartered in Boston, Massachusetts, with financial services businesses located across the United States. With \$142 billion in assets and over 17,000 employees, Santander US' parent company is Banco Santander, S.A. [Learn more about Santander US at www.santanderus.com.](http://www.santanderus.com)¹

1 Santander Bank, N.A. (SBNA)²

Retail and Commercial Banking,
Corporate Investment Banking,
Commercial Real Estate

- ▶ Assets: \$80B
- ▶ Net Income: \$245M
- ▶ Loans and Leases: \$55B
- ▶ Employees: 10,000+
- ▶ Branches: 575
- ▶ Acquired: 2009

2 Santander Consumer USA, Inc. (SC)³

Indirect Auto Financing and Leasing

- ▶ Assets: \$46B
- ▶ Net Income: \$994M
- ▶ Loans and Leases: \$46B
- ▶ Employees: 5,000+
- ▶ Acquired: 2006

3 Banco Santander Puerto Rico (BSPR)⁴

Retail and Commercial Banking

- ▶ Assets: \$6B
- ▶ Net Income: \$74M
- ▶ Loans and Leases: \$3.1B
- ▶ Employees: 910+
- ▶ Branches: 25
- ▶ Acquired: 1976

4 Santander Investment Securities (SIS)

Securities and Capital Markets

- ▶ Assets: \$2B
- ▶ Net Income: \$28M
- ▶ Employees: 170+
- ▶ Established: 1994

5 Banco Santander International – Miami (BSI)

Offshore Private Banking

- ▶ Assets: \$6B
- ▶ Net Income: \$123M
- ▶ Loans and Leases: \$4.1B
- ▶ Employees: 490+
- ▶ Branches: 4
- ▶ Established: 1979

¹ Net income reflects full year 2019 US GAAP results. Balance sheet shows full year 2019 average and includes the corporate center. PR data excludes SSSLLC. Employee counts are approximate.

² Full acquisition of Sovereign Bank in 2009, renamed Santander Bank in 2013.

³ 90% of Drive Financial acquired in 2006, renamed Santander Consumer in 2007.

⁴ Since August 30, 2020, the businesses in Puerto Rico through BSPP are no longer part of Santander Group.

Leveraging Global Presence, Strength and Support

Santander US is a wholly-owned subsidiary of Banco Santander S.A., a leading global retail and commercial bank, founded in 1857 and headquartered in Spain.

Led by Group Executive Chairman Ana Botín, Banco Santander has a meaningful presence in 10 core markets in Europe and the Americas, and is the largest bank in the Euro Zone by market capitalization. At the end of 2019, Banco Santander had 145 million customers, 12,000 branches and close to 200,000 employees. Globally Santander has been recognized both as one of the top 25 companies to work for in the world and as a company that is changing the world, by Fortune magazine in 2019. **Learn more about Banco Santander at [santander.com](https://www.santander.com).**





Santander Consumer volunteers build a “tiny house” for veterans in the Dallas area in partnership with Operation Tiny House.

A Commitment to Build a More Responsible Bank



At Santander US we are committed to Responsible Banking and helping foster sustainable and healthy neighborhoods. Our diverse and inclusive workforce has helped us build a strong corporate culture that allows us to better serve our communities through the delivery of our products and services and community service.



Will Wolf
Chief Human Resources
Officer, Santander US

Santander US is focused on helping people and businesses prosper, and exceeding our customer’s expectations in being Simple, Personal and Fair in everything we do. To build a more responsible bank, we must deliver products and services in a socially responsible manner that considers wider societal challenges, while also supporting our customers, employees and communities to foster inclusive and sustainable growth.

Inclusive Communities Plan

At Santander Bank, we are more than three years into our Inclusive Communities Plan – an \$11 billion, five year commitment beginning in 2017 to lending, community development and charitable giving in our Northeast footprint, including:

- \$9.1 billion in community development lending
- \$1.9 billion in community development investments
- \$55 million in charitable contributions
- 10 new retail branches in low-to moderate income and communities of color
- 60,000 community development volunteer hours in underserved communities

As part of the Plan, one National and six Regional Community Advisory Boards help our leadership shape the Bank’s community activities and engagement. Santander Bank is proud to share the following progress since the start of the plan in 2017:

- \$1.9 billion in community development lending
- \$1.04 billion in community development investments
- \$33.7 million in charitable contributions
- 7 new retail branches opened in low- to moderate-income communities
- 46,019 community development hours volunteered

Environmental Sustainability

In 2019, Santander globally was recognized as the most sustainable bank by the Dow Jones Sustainability Index. Santander US is committed to minimizing and mitigating its environmental footprint and pursuing sustainable business practices, products and services. Efforts to minimize Santander US' environmental footprint, include:

- 100% purchasing of renewable electricity for facilities, where possible, by 2025
- Increasing energy efficiency at its facilities, with the goal of achieving ISO 14001 Certification in 100 percent of its buildings by 2025
- In 2021, single-use plastic free at all facilities, where feasible, estimated at reducing nearly 70,000 pounds of plastic waste annually

A Leader in Renewable Finance

Santander is also the United States leader in renewable project finance in 2019, with 67 renewable energy transactions across all sectors, including 30 renewable wind power projects. In 2019 Santander financed 4,798 megawatts of renewable energy capacity.

Diverse and Inclusive Workplace

A strong corporate culture with a diverse and inclusive workforce is critical to being a responsible bank and to better serve our communities. Santander US' Diversity & Inclusion (D&I) Office works to implement diversity and inclusion strategies and activities, including the Employee Network Groups (ENGs). ENGs are an integral component of Santander US' D&I governance structure playing a pivotal role in not only fostering a diverse and inclusive workspace by being open to all employees and allies but also helping to promote career development and pathways, and diversity and inclusivity within our culture. The current ENGs are:

- Abilities Employee Network Group
- Black Employees Network
- Caregivers Employee Network Group
- Conexion (Hispanic/Latinix) Employee Network Group
- Embrace (LGBTQ+) Employee Network Group
- Veterans Employee Network Group
- Women's Employee Network Group

“

In the year since I was selected to be a National Co-Lead for the Black Employee Network, I have been pleased to see Santander's commitment to providing a vehicle to a more diverse and inclusive culture in the form of Employee Networking Groups. The networks enable our colleagues to engage at a business level and show their passion for the cultures and underrepresented communities that we live in and serve as a part of the Santander family.

”

Tito Williams
Director, Business Control
and Risk Management,
Santander Consumer

Santander Bank team members provided financial education curriculum at their local YMCA.



Helping Communities Prosper Through Charitable Giving



Commitment to our communities is a driver of our culture at Santander. We are committed to helping build inclusive communities through our financial support of and service with nonprofits focused on positive social and economic change.



Mahesh Aditya
Chief Executive Officer,
Santander Consumer

At Santander US, we believe Responsible Banking is about helping people and businesses prosper, while giving back to our communities to help foster financial inclusion and sustainable growth. In 2019, Santander US gave nearly \$16 million to our communities.

Santander donates to charitable organizations in communities where our customers and colleagues live and work, with a focus on LMI and underserved neighborhoods in three primary areas:

- **Financial Empowerment & Workforce Development** — supporting financial education, wealth building, and workforce development programming
- **Small Business & Entrepreneurship** — supporting training, mentoring and access-to-capital programming and funding for early stage and growing businesses
- **Affordable Housing & Healthy Neighborhoods** — supporting the creation and preservation of housing, education and counseling, and programs strengthening the health of neighborhoods

In 2019, Santander US made nearly \$16 million in charitable contributions and sponsorships through Santander Bank, Banco Santander Puerto Rico, Santander Consumer USA Foundation, and our Santander Universities program.

Santander Bank

Santander Bank contributed \$11.9 million to 336 community nonprofit partners focused on LMI people and neighborhoods, ensuring that we help meet the credit needs of our communities through our Community Reinvestment Act (CRA) commitments. Spotlights include:

- **Berks Latino Workforce Development Corporation** — Santander Bank committed \$100,000 to the Berks Latino Workforce Development Corporation. The grant supported the development of a bilingual career development center which will provide training and support services to Reading and Berks County residents with limited English speaking skills, individuals with educational deficits, and individuals who are unemployed or underemployed.
- **Global Kids, Inc.** — Through a \$12,500 grant, Santander Bank is helping the organization provide students with college and career readiness programming that innovatively incorporates a global perspective with academic improvement, community engagement, and workplace skill development.
- **Boston Medical Center** — The Bank contributed \$100,000 to Boston Medical Center's Housing to Health program. The program is aimed at addressing homelessness and housing insecurity among families as a mechanism for improving child health.

Santander Consumer USA

As one of the nation's largest automotive finance providers, Santander Consumer provides charitable giving primarily through the Santander Consumer USA Foundation with a focus on their primary operation locations of Dallas, Phoenix, and Denver metropolitan areas, as well as in Puerto Rico, where Santander Consumer International, Puerto Rico, a subsidiary, operates.



Santander Bank partnered with ConnectHome and the Rhode Island Office of Innovation to provide digital support for 90 Housing Authority residents and households in Providence, Pawtucket and Rhode Island Housing.

In 2019, Santander Consumer and the Foundation contributed \$2.2 million to 26 community nonprofits. Spotlights include:

- **Work Options for Women** — Through a \$60,000 grant to Work Options for Women in Denver, the SC Foundation funded a workforce training food truck. The mobile culinary classroom provides fast-track training for women to pursue jobs in the food service industry.
- **Disaster Relief** — In response to the October 2019 tornado that devastated northwest Dallas and surrounding areas, Santander Consumer committed \$100,000 between three organizations - the Dallas Education Foundation, the American Red Cross, and the Network of Community Ministries - to assist in the provision of relief services and support to the community members impacted by the disaster.
- **The Bus Stop Project** — The SC Foundation committed \$20,000 in 2019 to the Mayor's Star Council Bus Stop Project. The Bus Stop Project, based in Dallas, helps local students take ownership of their communities by highlighting the history and culture of Dallas neighborhoods through public arts projects.

Banco Santander Puerto Rico (BSPR)

As one of the largest and longest serving banks on the island, BSPR is a key contributor supporting community development on the island. In 2019, BSPR provided more than \$237,500 in charitable contributions to 54 nonprofits and agencies. Spotlights include:

- **Instituto de Cooperativismo - Incubadora de Negocio** — In 2019, BSPR donated \$4,500 to the Business Incubator Program at the Cooperativism Institute of the University of Puerto Rico. This research-service program offers economic guidance to undergraduate and graduate students interested in organizing themselves for ventures and diversifying their business lines. This year, 14 students benefited from BSPR's charitable giving.
- **Habitat for Humanity PR** — This nonprofit housing organization seeks to improve living conditions for low- to moderate-income individuals by providing opportunities for affordable homeownership. By donating \$3,000, BSPR's contributions helped improve quality of life for 158 people.

Santander US Universities

Across the globe, Banco Santander invests more than any company in the world in higher education, with a focus on education, entrepreneurship, and employment. Santander US Universities focuses its charitable giving and scholarship support of higher education on entrepreneurship, with a focus on assisting underserved individuals. Spotlights include:

- \$1.5M donated
- 31 universities, colleges, and community colleges supported
- 511 scholarships for higher education

2019 KEY METRICS

\$15.8M

2019 Total giving

581

Community organizations supported by charitable giving

511

Scholarships for higher education

In 2019, Santander US supported the following organizations through our charitable contributions program:



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The formation of the Berks Latino Workforce Development Corporation (BLWDC) would not have been possible without the support of our partners at Santander. The vital seed funding they provided allowed us hit the ground running and begin working towards many first year goals, which includes developing a strategic plan, undergoing a thorough program assessment, and appointing an Executive Director.
”

Darleen Garcia
Executive Director,
Berks Latino Workforce
Development Corporation

- AAFE Community Development Fund Inc.
- Accion East Inc.
- Accion Social de PR
- Action For Boston Community Development
- Affordable Housing Centers of Pennsylvania
- African American Chamber of Commerce of Central Pennsylvania
- AIMECS
- Allston-Brighton Community Development Corporation
- American Training Inc.
- Anchor House Inc.
- APRODEC
- Artists For Humanity Inc.
- Asesores Financieros Comunitarios
- Asian American Civic Association Inc.
- Asian Community Development Corporation
- Asociación Res.Tras Talleres
- Aspira of New York, Inc.
- ASSETS Lancaster
- Association For Neighborhood and Housing Development Inc.
- ASU Foster Bridge Program
- Babson College
- Banana Kelly Community Improvement Association, Inc.
- Baruch College
- Bedford Central Community Development Corporation Inc.
- Bedford Stuyvesant Restoration Corporation
- Beech Community Services
- Berklee College of Music
- Berks Connections and Pretrial Services
- Berks County Chamber Foundation
- Bethany House of Nassau County Corporation
- Bethesda Project
- Better Community Housing of Trenton Inc.
- Beyond Walls
- Big Brothers Big Sisters of Berks County, PA
- Big Brothers Big Sisters of the Lehigh Valley, Inc.
- Billings Forge Community Works Inc.
- BOC Capital Corporation
- Boston Childrens Chorus Inc.
- Boston Chinatown Neighborhood Center
- Boston Foundation Inc.
- Boston Medical Center Corporation
- Boston Private Industry Council Inc.
- Boston Tax Help Coalition
- Bottom Line Inc.
- Boys and Girls Club of Denver
- Boys and Girls Club of East Valley
- Boys and Girls Club of Greater Nashua
- Boys and Girls Club of Pawtucket
- Boys and Girls Clubs of Boston
- Boys and Girls Clubs of Mercer County
- Boys Clubs of Puerto Rico
- Bridge of Hope, Inc.
- Bridge Street Development Corporation
- Bridgewater State University
- BronxWorks Inc.
- Brooklyn Academy of Music Inc.
- Brooklyn Legal Services Corporation A
- Brooklyn Navy Yard Development Corporation
- Brooklyn Neighborhood Services
- Brooklyn Workforce Innovations
- Bryant University
- Bucks County Housing Group Inc.
- Bucks County Opportunity Council, Inc.
- Budget Buddies Inc.
- Build Commonwealth, Inc.
- Build US Hope
- Business Center for New Americans
- Business Outreach Center Network Inc.
- Businesses United in Investing Lending and Development
- CAMBA Inc.
- Cambridge Young Womens Christian Association
- Caminata Da Vida Raymond
- Cape Cod Times Needy Fund, Inc.
- Cape Cod Young Men's Christian Association, Inc.
- Capital Change Fund
- Capital for Change Inc.
- Capital Impact Partners
- Capoeira para Todos
- Career Collaborative Inc.
- Caribbean Integration Community Development Inc.
- Caritas Communities, Inc.
- Cáritas de PR
- CASA de Maryland Inc.
- Casa de Niños Manuel Fernández Juncos
- Casa Familiar Virgilio Dávila
- Casa Sin Fronteras
- Catholic Charitable Bureau of the Archdiocese of Boston, Inc.
- CATPI
- Ceiba Inc.
- Center for Alternative Sentencing and Employment Services, Inc.
- Center for an Urban Future
- Center For Family Services, Inc.
- Center For Women and Enterprises Inc.
- Central Baptist Community Development Corporation
- Central Islip Civic Council Inc.
- Central Jersey Housing Resource Center Corporation
- Central Pennsylvania Community Action Inc.
- Centre County Youth Service Bureau
- Centro Ayani
- Centro de Desarrollo Educativo y Deportivo
- Centro Microempresas & Tecnología Agrícola Sustentables de Yauco
- Chelsea Collaborative Inc.
- Chester Community Improvement Project Inc.
- Chhaya Community Development
- Church of The Holy Apostles
- Cinnaire Lending Corporation
- Citizen Schools Inc.
- Citizens Housing and Planning Association, Inc.
- Citizens Housing and Planning Council of New York, Inc.
- City College
- City of Boston Scholarship Fund
- City of Philadelphia Office of Community Empowerment and Opportunity
- City Tech
- City Year Inc.
- Clarifi
- Clark University
- Coalition For A Better Acre Inc.
- Coalition for the Homeless, Inc.
- Coalition on Housing and Homelessness
- College Bound Dorchester Inc.
- College of the Holy Cross
- Columbia University
- Columbus House
- Comite Caborrojeños Pro Salud y Ambiente
- Common Capital, Inc.
- CommonWealth Kitchen Inc.
- Community Action Committee of the Lehigh Valley Inc.
- Community Action Development Corporation of the Lehigh Valley
- Community Action, Inc.
- Community Asset Preservation Corporation

Community College of Philadelphia Foundation	Family Promise of Lycoming County Inc.	Heading Home Inc.	Interfaith Social Services, Inc.
Community Development Corporation of Long Island, Inc.	Family Services of The Merrimack Valley Inc.	Hearth Inc.	Interise Inc.
Community Economic Development Fund Foundation Inc.	Fifth Avenue Committee Inc.	Hedwig House Inc.	International Hartford LTD
Community First Fund	FINANTA	Hispanic Association of Contractors and Enterprises, Inc.	Inversant Inc.
Community Foundation of New Jersey	First State Community Loan Fund	Hispanic-American Insitute Inc.	Ironbound Community Corporation
Community Housing Innovations Inc.	Food Bank For New York City for Survival	Historic Tappen Park Community Partnership Inc.	Island Housing Trust Corporation
Community Loan Fund of New Jersey	Food Bank of South Jersey, Inc.	Hogar Albergue de Niños de San German	Isles Inc.
Community Progress Council, Inc.	Food Bank of the Rockies	Hogar Cuna San Cristobal	Jamaica Plain Neighborhood Development Corporation
Community Teamwork, Inc.	Foster Forward	Hogar de Niñas Fray Luis Amigó	Jewish Board of Family and Childrens Services Inc.
Compass Working Capital Inc.	Foundation at New Jersey Institute of Technology	Hogar El Buen Pastor	Jewish Vocational Service of Metro West
Concern for Independent Living Inc.	Friends of the Children-Boston Inc.	Hogar Irma Fe Pol	Jewish Vocational Service, Inc.
Concilio de Organizaciones Hispanas	Fundación Cabecitas Rapadas	Hogar San Rafael	JJ Barea Foundation
Concord Area Trust For Community Housing	Fundacion CAP	Hogares Rafaela Ybarra	Jovenes de PR en Riesgo
Congreso De Latinos Unidos Inc.	Fundación Carrusel	HomeFront	Juan Domingo en Acción
Connecticut Association for Human Services	Fundación Nacional para la Cultura Popular	Homeless Prevention Council	Junior Achievement USA
Connecting Children and Families Inc.	Garden State Episcopal Community Development Corporation	Homeless Solutions, Inc.	Juntos y Unidos Por Puerto Rico Inc.
Consumer Federation of America Inc.	Girls Incorporated	Homes of Montclair Ecumenical Corporation	Just A Start Corporation
Cooper Square Community Development Committee and Businessmans Assoc. Inc.	Girls with Impact	HomeSmartNY	KIDS Fashion Delivers Inc.
Cooperative Business Assistance Corporation	Global Kids Inc.	Hopeworks N Camden Inc.	Kingsbridge Heights Community Center, Inc.
Corp. Economico de Ceiba	Good Counsel Services Inc.	Hot Bread Kitchen Ltd.	KIPP Massachusetts Inc.
Corporacion Milagros de Amor	Greater Boston Latino Network	Housing Alliance of Pennsylvania	La Alianza Hispana Inc.
Corporation for Supportive Housing	Greater Boston Legal Services, Inc.	Housing and Community Development Network of New Jersey, Inc.	La Casa De Don Pedro Inc.
Council For Unity	Greater Houston Community Foundation	Housing and Neighborhood Development Services Inc.	La Fondita de Jesús
Cradles to Crayons Inc.	Greater Lycoming Habitat for Humanity	Housing Assistance Corporation.	La Vida Inc.
CREATE	Greater Nashua Habitat for Humanity	Housing Association and Development Corporation	Lakewood Resource And Referral Center Inc.
Crispus Attucks Association, Inc.	Greater Newark Enterprises Corporation	Housing Development Corporation Midatlantic	Lancaster Area Habitat for Humanity, Inc.
Cristo Rey Boston High School Inc.	Greater Philadelphia Hispanic Chamber of Commerce	Housing Education Resource Center Inc.	Lancaster Housing Opportunity Partnership
Crossroads Rhode Island	Greater Reading Chamber and Economic Development Corporation	Housing Help, Inc.	Lancaster Redevelopment Fund, Inc.
Cypress Hills Local Development Corporation Inc.	Greater Trenton Inc.	Housing Network of Rhode Island	Latin American Community Center Inc.
Dallas Innovation Alliance	Greenlight Fund Inc.	Housing Partnership Development Corporation	Latin American Legal Defense And Educational Fund Inc.
Delaware County Community College	Grove Hall Neighborhood Development Corporation	Housing Partnership for Morris County Inc.	Lawrence CommunityWorks, Inc.
Dorchester Bay Neighborhood Loan Fund Inc.	HABcore Inc.	Housing Partnership of Chester County Inc.	Lawyers Committee for Civil Rights and Economic Justice
Dudley Street Neighborhood Initiative Inc.	Habitat for Humanity – MetroWest/Greater Worcester Inc.	HousingWorks RI	Lazarus House Incorporated
Earth X	Habitat for Humanity in Monmouth County Inc.	Ifetayo Cultural Arts Academy Inc.	LEAP for Education Inc.
East Bay Food Pantry Inc.	Habitat For Humanity International Inc.	IMPACCT Brooklyn	Lena Park Community Development Corporation
Eco Recursos Comunitarios	Habitat for Humanity of Berks County	Incubadora Microempresa Bieke	Leviticus 25:23 Alternative Fund Inc.
Emmanuel College	Habitat For Humanity of Burlington County and Greater Trenton-Princeton	Iniciativa Comunitaria de Investigación	Lincoln Park Coast Cultural District Inc.
EMPATH	Habitat for Humanity of Montgomery and Delaware Counties	Initiative for a Competitive Inner City Inc.	Local Development Corporation of East New York
English for New Bostonians Inc.	Habitat for Humanity of Puerto Rico	Inquilinos Boricuas En Accion Inc.	Local Initiatives Support Corporation
Enterprise Assistance Fund Inc.	Habitat for Humanity of the Greater Harrisburg Area	Institute For Entrepreneurial Leadership Inc.	Long Island Housing Partnership Inc.
Enterprise Center Capital Corporation	Habitat for Humanity of the Lehigh Valley	Institute for Nonprofit Management And Leadership Inc.	Lower Cape Cod Community Development Corporation
Enterprise Community Partners Inc.	Habitat for Humanity Philadelphia, Inc.	Institute of International Education Inc.	Lucha Contra El Sida
Entrepreneur Works Fund	HABNET Services Corporation	Instituto de Adiestramiento y Vida Independiente	Madison Park Development Corporation
Entrepreneurship for All Inc.	Hannah's Hope Ministries Inc.	Instituto de Cooperativismo – Incubadora de Negocio	Madison Strategies Group
Escuela Emilio del Toro y Cuebas	Harlem Educational Activities Fund Inc.	Instituto Psicopedagogico	Main South Community Development Corporation
Essex County Community Foundation	Hartford Community Loan Fund Inc.		Make A Wish Foundation
Family Guidance Center	Hartford Economic Development Corporation		Manchester Neighborhood Housing Services Inc.

Massachusetts Affordable Housing Alliance Inc.
Massachusetts Association of Community Development Corporation
Massachusetts Coalition For The Homeless Inc.
Massachusetts Community And Banking Council
Massachusetts Housing and Shelter Alliance, Inc.
Massachusetts Legal Assistance Corporation
Massachusetts Maritime Academy
MassChallenge Inc.
Mayors Bus Stop Project
Medford Community Housing Inc.
Meeting Street
Mercy Haven, Inc.
Mercy Housing and Shelter Corporation
Merrimack Valley Housing Partnership Inc.
Merrimack Valley Young Mens Christian Association Inc.
Metro Housing Boston
Metropolitan Camden Habitat for Humanity Inc.
Mill Cities Community Investments
Monmouth University
Morgan Memorial Goodwill Industries, Inc.
Mothers For Justice And Equality Inc.
Mt Airy USA
Mujeres de Islas
National Community Reinvestment Coalition Inc.
Neighborhood House Inc.
Neighborhood Housing Services of Brooklyn CDC Inc.
Neighborhood Housing Services of Camden Inc.
Neighborhood Housing Services of Greater Berks Inc.
Neighborhood Housing Services of Jamaica, Inc.
Neighborhood Housing Services of New Britain, Inc.
Neighborhood Housing Services of New Haven Inc.
Neighborhood Housing Services of New York City Inc.
Neighborhood Housing Services of Queens CDC Inc.
Neighborhood Housing Services of Staten Island Inc.
Neighborhood of Affordable Housing Inc.
Neighborhood Trust Financial Partners Inc.
NeighborWorks America
NeighborWorks Blackstone River Valley
NeighborWorks New Horizons
Network for Teaching Entrepreneurship

New Americans Community Development Corporation
New Bedford Economic Development Council, Inc.
New Bedford Public Schools
New Destiny Housing Corporation
New England Aquarium Corporation
New England Center for Arts and Technology, Inc.
New Friends New Life
New Hampshire Community Loan Fund, Inc.
New Jersey Citizen Action Education Fund Inc.
New Jersey Community Development Corporation, Inc.
New Jersey Performing Arts Center Corporation
New Jersey Together Inc.
New Kensington Community Development Corporation
New York Mortgage Coalition Inc.
New York University
NewVue Communities Inc.
North Bennet Street Industrial School
North Shore Community Development Coalition Inc.
North Texas Food Bank
Northeast Legal Aid Inc.
Northern Manhattan Improvement Corporation
Northfield Community LDC of Staten Island Inc.
Nueva Esperanza
Oak Hill Community Development Corporation
Oficina para la Promoción y el Desarrollo Humano
ONE Neighborhood Builders
Open Communities Alliance Inc.
Operation Tiny Home
Operation Warm Inc.
Opportunities for a Better Tomorrow Inc.
Opportunities Industrialization Center Inc.
Opportunity Center Inc.
Opportunity Finance Network
Opportunity House
Orwigsburg Community Revitalization Committee
Our Piece of the Pie Inc.
Pace University
Parkside Business and Community In Partnership Inc.
Pawtucket Central Falls Development Corporation
PECES, Inc
Pennsylvania Assistive Technology Foundation
Philabundance
Philadelphia Association of Community Development Corporations

Philadelphia Chinatown Development Corporation Chinatown Community Park
Philadelphia Futures
Philadelphia Youth Network Inc.
Philly SEEDS Inc.
Phipps Neighborhoods Inc.
Phoenix Charter Academy Foundation, Inc.
Pine Street Inn, Inc.
Police Athletic League Inc.
Ponce Neighborhood Housing Services, Inc.
Preservation of Affordable Housing
Pro Bono Net, Inc.
Producir Inc.
Project Citizenship Inc.
Project GOAL Inc.
Project Renewal Inc.
Prospect Hill Community Foundation Inc.
Providence Children's Museum
Providence College
Providence Community Library
Proyecto Alegria
Proyecto Matria
Puerto Rican Association For Human Development Inc. orporation orated
Queens County Overall Economic Development Corporation
Quincy Community Action Programs Inc.
Read to Succeed Inc.
Reading Beautification Inc.
Rebuilding Together Boston, Inc.
Rebuilding Together New Britain Inc.
Red Hook Community Justice Center, Inc.
Red Hook Initiative Inc.
Regional Housing Legal Services
Renaissance Economic Development Corporation
Rescue Mission of Trenton
Resilience Advocacy Project
Resilient Coders Inc.
Resources for Human Development Inc.
Revitalize Community Development Corporation
Rhode Island College Foundation
Rhode Island Community Food Bank Association
Rider University
Riseboro Community Partnership Inc.
Rising Tide Capital Inc.
Rising Tide Community Loan Fund
Roca Inc.
Rockaway Development and Revitalization Corporation
Rockingham Economic Development Corporation
Rose's Place Inc.
Roxbury Presbyterian Church Social Impact Center Inc.

Rutgers University
Rutgers University Foundation
Safe Horizon Inc.
Saint Francis House, Inc.
Saint Joseph's Carpenter Society
Salve Regina University
San Agustín del Coquí
Santander Educa
Scholar Athletes Inc.
Schuylkill Community Action
Seamen's Society for Children and Families
Second Start
Seed Spot
Seeds to Stem
Seleni House Foundation Inc.
Servants to All
Service Corporations of Retired Executives Association
Sky Light Center Incorporated
Smith Hill Community Development Corporation
Sojourner House Inc.
South Bronx Overall Economic Development Corporation
South Middlesex Opportunity Council Inc.
Southwest Brooklyn Industrial Development Corporation.
Southwest Community Development Corporation
Spanish American Civic Association for Equality Inc.
Staten Island Economic Development Corporation
STRIVE International Inc.
Suffolk University
SuitUp Incorporated
Supportive Housing Network of New York, Inc.
SWAP Inc.
Tabor Community Services Inc.
Texas Women's Foundation
The Alex House Project Inc.
The American National Red Cross
The B E L L Foundation Inc.
The Boston Debate League Inc.
The Bronx Neighborhood Housing Services CDC Inc.
The Business Center
The Capital Good Fund
The Center for New York City Neighborhoods Inc.
The Epiphany School, Inc.
The Flatbush Development Corporation
The Front Door Agency Inc.
The Greater Boston Food Bank, Inc.
The Heart of Camden, Inc.
The Hyde Square Task Force Inc.

The Latino Hispanic American Community Center
The Mass Mentoring Partnership, Inc.
The Mayors Fund to Advance New York City
The Miami Foundation
The Midas Collaborative Inc.
The Neighborhood Developers Inc.
The New Jersey DECA Foundation, Inc.
The Philadelphia Education Fund
The Salvation Army
The Somerville Corporation
The Union County Economic Development Corporation
Third Sector Capital Partners Inc.
Tides Center
Training Resources of America, Inc.
Tufts University
Tutoring Plus of Cambridge Inc.
uAspire Inc.
Ultimate Imaginations Downtown Mesa Association CycloMesa
Union Capital Boston Inc.
Union County College
Union County Economic Development Corporation
Union Settlement Assoc

United Activities Unlimited, Inc.
United Communities Southeast Philadelphia
United Community Centers Inc.
United Food Bank
United Way
Universal Community Homes
University City District
University Neighborhood Housing Program, Inc.
University of Texas-Dallas
University Settlement Society of New York
UNT Bridge Program
Urban Affairs Coalition
Urban Edge Housing Corporation
Urban Homesteading Assistance, Inc.
Urban League of Eastern Massachusetts, Inc.
Urban League of Essex County
Urban Upbound
Valley Youth House Committee
Veteran Entrepreneurial Training and Resource Network Inc.
Veterans Legal Services Inc.
Vietnamese American Initiative for Development Inc.
Vitrina Solidaria

Waterfront Historic Area League of New Bedford, Inc.
Way Finders Inc.
Welcome House of South County
Welcome Project, Inc.
Welcoming Center for New Pennsylvanians
West Chester University
West Elmwood Housing Development Corporation
West End Neighborhood House Inc.
West End Residences HDFC Inc.
WGBH Educational Foundation
WINGS
Women in Need Inc.
WomenRising Inc.
Womens Center for Entrepreneurship Corporation
Womens Community Revitalization Project
Womens Educational Center Inc.
Womens Housing and Economic Development Corporation
Womens Institute for Housing and Economic Development Inc.
Womens Opportunities Resource Center
Woodland Community Development Corporation Morgan Village

Worcester Common Ground, Inc.
Worcester Community Housing Resources, Inc.
Worcester Educational Development Foundation Inc.
Worcester State University
Worcester Youth Center, Inc.
Work Options for Women
Working in Support of Education
Workshop in Business Opportunities, Inc.
Wynnefield Overbrook Revitalization Corporation
Year Up Inc.
York College
York County Library System
Young Men's Christian Association of Reading and Berks Counties
Young Men's Christian Association of Greater Boston
Young Men's Christian Association of Pawtucket, RI
Young Men's Christian Association of Trenton, NJ
Young Women's Christian Association
Young Women's Christian Association of the Hartford Region Inc.
Youth Consultation Service, Inc.



Santander Bank team members volunteer with community partners throughout our Northeast footprint on a variety of service projects.



Santander team members partner with community nonprofit partners to mentor and provide financial education and technical assistance to individuals, entrepreneurs and small businesses.

Helping Communities Prosper through Partnerships

2019 KEY METRICS

48,129

Volunteer hours

36,809

Individuals counseled on financial education

300+

Community partner organizations

In addition to philanthropic financial support, Santander seeks to form deep, long-lasting relationships with nonprofit and community-based organizations to further our impact on our communities. When local stakeholders, subject matter experts, and our own team members collaborate to address community needs, we are better able to help people and communities prosper. In 2019, Santander US worked with more than 300 nonprofit organizations.

Santander cultivates valuable relationships with nonprofits and community organizations allowing us to maximize community impact where we live and work. A cornerstone of these relationships is the role our own team members play as leaders, volunteers, mentors, and coaches, in partnership with organizations across our operating areas. In 2019, Santander US volunteered nearly 50,000 hours with more than 300 nonprofit and community organizations.

- **Santander Bank** - 23,067 volunteer hours with more than 260 community partners
- **Santander Consumer** - 24,742 volunteer hours – a 233% increase over 2018
- **Banco Santander Puerto Rico** – Banco Santander Puerto Rico colleagues volunteer across the island to support disaster relief, social services, financial education, and affordable housing efforts
- **BSI Miami** – BSI Miami employees serve their community through pro bono legal services, and mentorship and development of students within the financial sector

Community Partnership Spotlights

Ceiba

Santander Bank colleagues volunteered with Ceiba in Philadelphia, PA supporting their VITA Tax Program, financial education programming for immigrant and LMI individuals and families, and the organization's dedication to immigrants in the review of paperwork and other legal documents as individuals seek custodianship of their children and personal property. In 2019, 36 volunteers volunteered over 100 hours, reaching over 700 members of the community.

Junior Achievement

Santander Bank and Santander Consumer partner with Junior Achievement chapters across our footprint in the United States, supporting a variety of programming services, including Junior Achievement in a Day, Junior Achievement Biz Town, recurring programming and executive board service. In 2019 alone, Santander Bank employees volunteered more than 8,400 hours through 1,340 individual instances of volunteerism, supporting over 10,000 students in becoming financially independent and literate. At Santander Consumer, our team members volunteer with Junior Achievement in Dallas, Denver and Mesa, and in 2019, over 70 Santander Consumer employees contributed over 500 hours of financial education to students.

Connecting for Children & Families

To help support one of Rhode Island's most underserved cities, Santander Bank partnered with Connecting for Children & Families (CCF) in Woonsocket to support their Summer Youth Development Program at the middle and high schools, FDIC Money Smart financial education workshops, and their workforce training program for call centers, potentially leading to job placement at the Bank's nearby East Providence facility. In 2019, 20 Santander colleagues volunteered over 50 hours serving 235 individuals supported by CCF.



Volunteering is important to me because I want to be part of the solution. I want to be where the resources are needed. I serve because my service is needed in the community and volunteering helps communities thrive.



Evie Sylvain
Community Partnership
Manager, Santander Bank



Volunteering is a way our team members engage together outside the office, working on service projects that are meaningful to our communities.



The Cultivate Small Business curriculum has given me rejuvenation. Now, with a new growth plan, new ideas, and a new vision, I am excited to see where I can take my company from here.



Pamela Griffin
Owner, Chocolate Therapy

Cultivate Small Business

Santander Bank's Cultivate Small Business ("CSB") program, launched in 2018, helps early-stage underserved entrepreneurs, especially minority and immigrant business owners, working to build and sustain food-related businesses in emergent neighborhoods in Greater Boston, Massachusetts. Created in collaboration with Babson College, the Initiative for a Competitive Inner City (ICIC) and CommonWealth Kitchen, CSB provides 4-months of classroom industry specific education, resources, and professional networks to provide the entrepreneurs with the key ingredients for success in their business.

CSB focuses on food-related businesses due to the diversity, size and number of small businesses within that category in Greater Boston. Research demonstrates that geographic clusters of related industries in cities results greater growth in business numbers, job creation, wages and innovation.

Small capital grants funded by Santander and administered by CommonWealth Kitchen are awarded to eligible program graduates to strengthen their business. 2019 program statistics include:

- ▶ 27 individuals completed the program in 2019
- ▶ \$100,500 in capital grants distributed to program graduates
- ▶ 81 hours of coaching provided by Santander Bank colleagues
- ▶ 84% of graduates believe CSB will help them achieve their goals
- ▶ 59% are women-owned businesses
- ▶ 67% are entrepreneurs of color
- ▶ 44% are foreign-born entrepreneurs

Operation Tiny House

Santander Consumer worked with Operation Tiny House (OTH), a nonprofit that assists people struggling with severe housing instability to maintain a life of dignity through custom high-quality tiny housing solutions. Through service projects with OTH through 2019, nearly 100 Santander Consumer volunteers from 15 departments across the company, worked to build homes for homeless veterans.



The third cohort of Cultivate Small Business represents our most diverse cohort to date.



A home was built in the Oculus at the World Trade Center so the public could walk in the shoes of domestic violence survivors.

Future Bankers Program

BSI partnered with Miami-Dade College to put on the Future Bankers' Camp, a summer program that provides high schoolers interested in the finance sector with hands-on training. In 2019, the program welcomed students and connected them with temporary positions in participating local banks. This past year, BSI offered five prospective students a four-week internship to help them gain real-world experience alongside executives in the many diverse areas of international banking.

Santander Technology Centers

In an effort to connect local youths with modern educational technology, Banco Santander Puerto Rico donated 25 volunteer hours and over \$60,000 to build brand new Santander Technology Centers equipped with computers, printers, and cable for local students in the area to use freely.

Sound the Alarm

Every day, seven people on average in the United States die in a home fire. To help combat the rise in fire-related issues in Puerto Rico specifically, more than 20 Banco Santander Puerto Rico volunteers partnered with the Red Cross in 2019 to provide and install free smoke detectors for over 300,000 at-risk members of two different communities on the island. Banco Santander Puerto Rico and the Red Cross also offered lessons on fire safety education and raised money for this lifesaving mission.

In Someone Else's Shoes

During National Domestic Violence Awareness Month in October, Santander joined the National Coalition Against Domestic Violence (NCADV) and the National Network to End Domestic Violence (NNEDV) to build awareness, understanding and respect for survivors of domestic violence, particularly those who face financial challenges that make leaving an abusive situation more difficult. A house was built in the Oculus at the World Trade Center in New York City to create an immersive experience for the public to imagine life in the shoes of a survivor of domestic abuse. The exhibit, using firsthand audio and location-specific sound effects, gave guests a glimpse into systemic and structural factors that create a domestic violence situation and how difficult it can be to escape the relationship.

One of the factors that makes it difficult to leave these situations is financial abuse. Financial abuse is one of the biggest reasons those affected by domestic violence stay in abusive situations. To help address the financial challenges faced by a survivor leaving an abusive relationship, Santander donated \$200,000 to NNEDV's Independence Project, a micro-lending program that helps survivors rebuild or repair their credit. Santander also partnered with NCADV to introduce an online financial education program.



In 2019, Santander Bank provided \$39 million in debt and equity financing for the construction of Squirrelwood Apartments in Cambridge, MA.

Helping Communities Prosper through Inclusive Products and Services

2019 KEY METRICS

\$272M

14 affordable housing tax credit investments

\$30M

3 small business equity investments

\$284M

19 construction and equity bridge lending loans

\$35M

5 CDFI loans

At Santander, we believe Responsible Banking includes providing inclusive products and services focused on community development, small business and homeownership.

We provide financial products and services to help strengthen our communities, empower entrepreneurs and small businesses, and open doors to home ownership. These resources are often provided in collaboration with community and government partners and make a difference by providing valuable access to capital to help build strong and healthy communities.

Community Development Finance

Santander Bank's Community Development Finance (CDF) is at the core of helping communities prosper. CDF provides financing through debt and equity instruments to help provide affordable housing, job creation through small business equity investments and providing capital to Community Development Financial Institutions (CDFI).

At the end of 2019, Santander Bank has an active CDF portfolio of 165 investments for \$1.64 billion, focused on affordable housing projects, small business equity investments, construction and equity-bridge lending, and lending to CDFIs.

In 2019, CDF originated 22 investments for \$445 million and 24 loans for \$319 million, specifically:

- Affordable Housing Low Income Housing Tax Credits (LIHTC): 14 investments for \$272 million
- Construction and Equity Bridge Lending: 19 loans for \$284 million
- CDFI Lending: 5 loans for \$35 million
- Small Business Equity Investments: 3 fund investments for \$30 million

These investments represent far more than financial and real estate transactions. Rather, they demonstrate a partnership between the Santander Bank, community partners, and state and local government programs to financially empower individuals and families, while strengthening communities through affordable housing and small business job creation. Last year, Santander's tax credit investments and construction loans helped build 2,026 units of housing resulting in 5,328 people receiving access to affordable housing.

Community Development 2019 Project Spotlights

Carlisle Veterans Housing, Carlisle, Pennsylvania

In June 2019, Santander Bank provided \$19.9 million in debt and equity financing to support the construction of a multi-building complex in Carlisle, PA. The property has 42 units in three garden-style buildings. Upon completion, the units will be low income housing tax credit eligible and targeted to low- and moderate-income families or homeless veterans with disabilities, who will also receive supportive services. The property will be built using energy efficient practices and will offer a clubhouse with an office, a supportive services space, and a business center.

Monica House, Queens, New York

In November 2019, Santander Bank provided \$31.9 million financing for Monica House, including \$17.6 million in Low Income Housing Tax Credit (LIHTC) equity and a \$14.3 million through a bridge loan. Monica House, a new construction project, will provide 70 units of affordable housing in Queens, NY, with 42 studio apartments for chronically homeless individuals with serious mental illness and 28 units for low-income seniors. A portion of the units will be fully-accessible apartments and all units will have access to a laundry room, mail room, bicycle storage room, reception and security desk, a roof garden, and an outdoor enclosed garden.

Community Development Financial Institution (CDFI) Lending

Santander Bank launched its CDFI Lending program in 2018 to provide loans with high impact initiatives throughout the Bank's footprint. CDFI's are mission-based lenders impacting a sector of the market that the Bank could not otherwise reach directly. These loans offer essential capital with flexible terms with both variable and fixed rate loan pricing. In 2019, Santander Bank lent \$35 million to five CDFIs focused on high-impact initiatives throughout its Northeast footprint. Santander was a 2020 recipient of the Bank Enterprise Award Program, which recognized our CDFI work in 2019

In December 2019, Santander closed on an \$8 million loan with the Grameen America, Inc, a community development financial institution ("CDFI") located in New York, NY. The CDFI targets low-income entrepreneurial women in the United States by providing microloans, a savings program and credit building initiatives to enable members to boost their income, build assets, enter the mainstream financial system and create jobs in their communities. Its members are women who previously had few options for accessing capital and most lacked bank accounts and credit scores. The loan will be used to fulfill Grameen's mission over a 4-year term, consisting of a 1-year draw period and 3-year repayment period.



We're proud to work with our contracting and development partners to fund projects that create affordable housing and provide essential social services that are designed to stabilize and revitalize low- and moderate-income communities.



Chris Memoli
Senior Director,
Community Development
Finance, Santander Bank



Helping Small Business and Entrepreneurs Prosper

2019 KEY METRICS

\$407M

Small business lending in LMI communities

3,308

Small business loans in LMI communities

\$40.4M

SBA lending

311

SBA loans

Small businesses are the backbone of our local economies, creating two-thirds of net new jobs. At Santander we are committed to helping entrepreneurs and small businesses prosper by helping them access capital to start and grow their companies, along with accessing business education and mentorship that is so often needed to grow.

Access to Small Business Capital

In 2019, Santander US provided small businesses 14,438 loans for \$1.7 billion, including 3,308 loans for \$407 million in LMI communities. Our bankers work to ensure that we provide our customers with the product that best suits their business needs to help them succeed. Santander Bank and Banco Santander Puerto Rico are active U.S. Small Business Administration (SBA) lenders, with Santander Bank providing 311 loans for \$40.4 million.

Business Education and Resources

Access to business resources and networks are important for businesses, especially new and growing small businesses. In addition to our support for community nonprofits that help small business and the Cultivate Small Business program (page 18), Santander Bank provides small businesses technical assistance and programming for our customers and the community through multiple channels, including:

- **Business First**, an online content hub providing valuable online resources to entrepreneurs and small businesses
- **Fraud Seminars** are hosted to educate small businesses on financial fraud and ways to keep their business and customers safe
- **Small Business Month** in May is a celebration of small businesses by Santander Bank in partnership with our retail bank branches and the local small business community, while also providing an opportunity for networking and opportunities to explore available banking and small business services
- **National Women's Small Business Month** in October, Santander Bank celebrates female entrepreneurs and women-owned businesses through programming and small business capabilities

Helping Individuals and Families Prosper Through Homeownership

Santander is committed to providing the opportunity for responsible home ownership. Home ownership is a pillar of financial independence and the Bank's affordable mortgage programs strive to offer the flexibility and affordability to help open doors to home ownership to first time and low- to moderate-income families and individuals, while ensuring they have the knowledge and support throughout their home ownership journey.

Santander Bank and Banco Santander Puerto Rico are committed to consistently enhancing our mortgage products to meet the needs of customers. We're proud to have offered new features such as lender-paid mortgage insurance, down payment and closing cost assistance. In addition to the products we provide, we are also dedicated to helping our customers prepare for home ownership. Our employees at Santander Bank and Banco Santander Puerto Rico work closely in partnership with nonprofits to deliver first time home buying seminars throughout our communities, with a focus on low- to moderate-income families.

Program Spotlights

Community Mortgage Development Officers

Access to affordable home ownership is a challenge for many families across the country, especially in New York, Boston, Philadelphia and other communities across the Northeast.

To help address this challenge, Santander Bank has deployed 15 Community Mortgage Development Officers (CMDOs) across its footprint. Specifically tasked with assisting LMI communities, building relationships with neighborhood organizations, supporting home ownership educational workshops, and helping clients navigate the home ownership process, CMDOs have spent decades in the mortgage or related nonprofit fields. Leveraging Santander Bank's affordable mortgage products, CMDOs help families create the stability that comes with achieving the dream of home ownership.

Opening Doors

In May 2019, Santander Bank launched the Santander Opening Doors Closing Cost Assistance Program, making \$500,000 available to support low-to-moderate income borrowers with closing cost assistance. Borrowers could receive up to 3% of their first mortgage loan amount or \$5,000 through the program, which was used in conjunction with the Bank's Affordable Mortgage Program. Through 2019, 66 borrowers took advantage of the Opening Doors program.

Mi Casa Santander

In 2019, Banco Santander Puerto Rico reoffered its first time homebuyer education program, Mi Casa, in collaboration with the Federal Home Loan Bank of New York. The workshop provides clients with knowledge on various home-buying topics such as mortgage financing, inspections, home maintenance, insurance and lead safety. This year, six households completed the program and became first time homeowners.

Financial Education

Santander has a robust financial education curriculum, with an emphasis on first time home buyer education and resources. Classes, taught by Santander bankers, in collaboration with our nonprofit partners that are working to advance housing opportunities, we provide customers with the confidence and know-how to become smart homeowners.

2019 KEY METRICS

\$4B

Total mortgage lending

\$1.2B

Mortgage lending to LMI people and communities

1,863

Affordable mortgages



For more information on Santander US' Corporate Social Responsibility or this Report, please contact:

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santanderus.com

santanderbank.com

santanderconsumerusa.com



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